



Oregon

John A. Kitzhaber, MD, Governor

Public Utility Commission
Residential Service Protection Fund
Telephone Assistance Programs
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July 1, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

**RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services
for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123**

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log, which includes complaints received between June 1, 2012 and May 31, 2013 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at jon.cray@state.or.us.

Respectfully,

Jon Cray, Program Manager
Residential Service Protection Fund

Cc: Michael Dougherty, Public Utility Commission Chief Operating Officer
David Poston, Public Utility Commission Central Services Division Administrator
Cindy Campbell, Sprint Nextel Relay Program Manager

Enc: Complaint Log



Complaint Tracking for OR (June 1, 2012 - May 31, 2013). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/22/12	Customer complained that Relay Operator did not keep customer informed of what was happening on the call when it was transferred.	07/22/12	Supervisor coached Relay Operator by emphasizing the need to keep customer informed on what is happening during the course of the call and, if necessary, confirm information in the customer notes to ensure that the customer's requests are honored correctly.
2	07/26/12	Customer complained that Relay Operator did not follow instructions by dialing the same phone number four times to leave the same message. Instead, the Relay Operator asked the customer for the phone number of each succeeding call.	07/26/12	Supervisor coached Relay Operator on the proper procedures for customer requests of this nature.
3	11/12/12	Customer complained that Relay Operator did not follow instructions to leave message that customer provided at the beginning of the call. Customer also complained that Relay Operator misdialled the area code.	11/12/12	Supervisor coached Relay Operator on keeping customer informed and to listen before assuming outbound line is a recording instead of an answering machine. Relay Operator acknowledged that she mistyped the area code.
4	12/11/12	Customer complained that Relay Operator did not respond promptly during the call, which resulted in a hang up from the outbound person. The customer also complained that the Relay Operator disconnected the call without answering their questions.	12/13/12	Supervisor coached Relay Operator to respond promptly when outbound calls are answered. Supervisor also discussed disconnect procedures.
5	12/31/12	Customer complained that Relay Operator disconnected call after instructions to dial phone number three times.	01/02/13	Supervisor coached Relay Operator to focus and respond to calls and that disconnecting calls is grounds for termination.
6	01/09/13	Customer complained that Relay Operator disconnected the call when asked to dial a phone number. Customer called back and the same Relay Operator did not dial the phone number and disconnected the call a second time.	01/23/13	Supervisor coached Relay Operator to focus and respond to calls and that disconnecting customer calls is grounds for termination.
7	02/27/13	Customer complained that Relay Operator did not dial the phone number as instructed and disconnected the call.	03/03/13	Relay Operator informed supervisor that the phone number was incomplete and the customer disconnected when prompted for complete information.
8	04/17/13	Customer complained that Relay Operator kept asking her to slow down or to repeat what she said. Customer stated that when the Relay Operator read the caller's responses, they were very choppy or word by word, which lengthened the call.	04/17/13	Supervisor coached Relay Operator on the importance of natural voicing even on a technically difficult call.